**Access Starts Online – Venue Access Info Template**

Accessibility at SuperReturn Asia 2024

1. **Introduction**

We welcome everyone to our **SuperReturn** events and **SuperReturn Asia** aims to ensure that our event is available to all who want to attend. We are completing ongoing work to ensure that we remove barriers, so that our venues and events can be accessible to as many people as possible.

1. **Contact Details**

Please contact [**Olivia Thomas**](mailto:olivia.thomas@informa.com) if you have any access requirements. She is managing the event and will be happy to assist you.

1. **Download Link (word doc)**

[SuperReturn Asia Venue Accessibility](https://assets.informa.com/connectls/GLOBAL%20FINANCE/2024/SuperReturn%20Asia/SuperReturn%20Asia%20Event%20Accessibility.docx)

1. **Venue Description**

**Marina Bay Sands Convention Centre can be located at** 10 Bayfront Avenue, Singapore 018956. Step free entrances are available and inside, elevators can be located on the Ground Floor which will take you to all levels.SuperReturn Asia will be taking place on Level 4 with the main event being held behind our registration. All conference sessions, catering, networking sessions and breakout sessions will be held on the same level. Level 4 can be accessed via escalators or spacious lifts.

1. **Bookable Access Facilities + How To Apply**

The MBS can order assistive listening devices for meeting rooms on request through their AV partner. Please let [**Olivia Thomas**](mailto:olivia.thomas@informa.com) know before the conference if this is required.

Wheelchairs are also available to hire from the Marina Bay Sands concierge desk. More details can be found [here.](https://www.marinabaysands.com/shopping/retail-concierge-services.html)

1. **Arrival Guide**

Step free entrances are available and inside, elevators can be located on the Ground Floor which will take you to all levels.

Further to this, more details on how to travel to the MBS can be found [here](https://informaconnect.com/superreturnasia/plan-your-visit/)

1. **Toilets**

There are accessible toilets on all floors at the MBS. Please refer to the brochure [here](https://assets.informa.com/connectls/GLOBAL%20FINANCE/2024/SuperReturn%20Asia/Unique_Spaces_EN_R.pdf) for the location of all the toilets at the Convention Centre.

Please do ask a member of staff if you require any assistance.

1. **Personal Assistant Tickets**

We offer Personal Assistant tickets for attendees who require assistance, at no additional cost. You will need to have purchased a pass for the event before you can apply for a Personal Assistant ticket. Please email [**Olivia Thomas**](mailto:olivia.thomas@informa.com)with your supporting documentation and event pass booking information.

Please make sure you provide one of the below documentations to support your PA request:

• Copy of DLA, PIP or Adult Disability Payment entitlement letter

• Evidence of registered severely sight impaired (blind)

• CredAbility Access Card (with +1 icon)

• Copy of Attendance Allowance letter

• Recognised Assistance Dog ID card

• A current and valid blue badge

• Any other relevant documentation

1. **Assistance Dogs**

Service animals are welcome at the MBS Convention Centre. Assistance dogs can be catered for with bowls of water.